Employee Assistance Office Annual Report for 2016-2017

EMPLOYEE ASSISTANCE OFFICE (EAO)
Annual Report Fiscal year 16-17

Activities
- Total number of new individual cases – 312
- Total number of individual follow-ups – 233
- Total supervisory/management consultations – new 48, follow-up 18
- Total number of telephone consultations – employee 40, supervisor 53
- Total number of human resource consultations – phone 52, meeting 29
- Total number of groups in conflict – 41
- Number of group participants – 269
- Number of grief group sessions – 9

Client demographics
- 41% Academic Staff
- 40% University Staff
- 6% Faculty
- 5% Limited Appointee

Client evaluation data
- Average client satisfaction score – 4.6 (scale 1 to 5)
- Average satisfaction score from presentations – 4.6 (scale 1 to 5)

Reason for contact
- Work-related – 39%
- Personal – 39%
- Management Consultation – 18%
- Group Consultation – 4%

FACULTY CONTACT REASON

Management Consultation 52%

Work Related 41%

Personal 7%
**ONLINE MENTAL HEALTH RESOURCE**

**What is SilverCloud?**

SilverCloud is an online, self-guided, interactive resource that provides UW-Madison faculty and staff with no-cost, confidential help for mental health issues and stress management program 24 hours a day.

SilverCloud offers self-guided exercises to help employees with the following:

- Anxiety
- Depression
- Body image
- Stress

Welcome to SilverCloud, your space for thinking and feeling better